## IN THE CLAIMS:

1. (Previously Presented) A method for validating a textual entry of spoken words of a caller, comprising:

receiving a telephone call from said caller;
monitoring a textual entry of said spoken words;
converting said spoken words to text using a speech recognition technique; and
comparing said textual entry to said converted text to confirm an accuracy of said
textual entry substantially during said telephone call.

- 2. (Original) The method of claim 1, further comprising the step of recording said spoken words.
- 3. (Original) The method of claim 2, further comprising the step of time-stamping said recording.
- 4. (Original) The method of claim 1, further comprising the step of constraining said comparing step to a recent audio stream.
- 5. (Original) The method of claim 1, further comprising the step of constraining said comparing step to a recent audio stream corresponding to a completed field in a user interface.
- 6. (Original) The method of claim 1, further comprising the step of constraining said comparing step to a recent audio stream since a previous field was completed.
- 7. (Original) The method of claim 1, further comprising the step of notifying an agent of an error.

- 8. (Original) The method of claim 1, further comprising the step of correcting a detected error.
- 9. (Original) The method of claim 1, further comprising the step of suggesting at least one alternative for a detected error.
- 10. (Original) The method of claim 1, further comprising the step of selecting said speech recognition technique based on properties of said spoken words.
- 11. (Original) The method of claim 1, wherein said accuracy is confirmed by comparing a confidence score to a threshold value.
- 12. (Previously Presented) An apparatus for validating a textual entry of spoken words of a caller, comprising:

a memory; and

at least one processor, coupled to the memory, operative to:

receive a telephone call from said caller;

monitor a textual entry of said spoken words;

convert said spoken words to text using a speech recognition technique; and compare said textual entry to said converted text to confirm an accuracy of said textual entry substantially during said telephone call.

- 13. (Original) The apparatus of claim 12, wherein said processor is further configured to constrain said comparison to a recent audio stream.
- 14. (Original) The apparatus of claim 12, wherein said processor is further configured to notify an agent of an error.

- 15. (Original) The apparatus of claim 12, wherein said processor is further configured to correct a detected error.
- 16. (Original) The apparatus of claim 12, wherein said processor is further configured to suggest at least one alternative for a detected error.
- 17. (Original) The apparatus of claim 12, wherein said processor is further configured to select said speech recognition technique based on properties of said spoken words.
- 18. (Previously Presented) An article of manufacture for validating a textual entry of spoken words of a caller, comprising a machine readable medium containing one or more programs which when executed implement the steps of:

receive a telephone call from said caller;
monitor a textual entry by of said spoken words;
convert said spoken words to text using a speech recognition technique; and
compare said textual entry to said converted text to confirm an accuracy of said
textual entry substantially during said telephone call.

- 19. (Previously Presented) A method for validating a spoken delivery of a textual script, comprising:
- monitoring a spoken delivery of said textual script;

  converting said spoken delivery to text using a speech recognition technique; and
  comparing said textual script to said converted text to confirm an accuracy of said
  spoken delivery substantially during said spoken delivery of said textual script.
- 20. (Original) The method of claim 19, further comprising the step of constraining said comparing step to a recent audio stream.

- 21. (Original) The method of claim 19, further comprising the step of notifying an agent of an error.
- 22. (Original) The method of claim 19, further comprising the step of selecting said speech recognition technique based on properties of said textual script.
- 23. (Original) The method of claim 19, wherein said accuracy is confirmed by comparing a confidence score to a threshold value.
- 24. (Previously Added) The method of claim 1, wherein said converting step employs a field specific speech grammar.
- 25. (Previously Added) The method of claim 19, wherein said converting step employs a field specific speech grammar.